

Customer Name	PON	Phone Number	Order Date	Due Date	Date Resolved
	83079		#####	N/A	N/A
	83420		N/A	#####	5/4/99 0:00
	83646		#####	#####	#####
	83921		N/A	#####	#####
	84147		#####	#####	#####
	84149		#####	#####	#####
	84186		#####	#####	#####
	84194		#####	#####	8/5/99 0:00
	84196		#####	#####	#####
	84214		N/A	N/A	N/A
	84216		#####	#####	#####
	84218		#####	#####	#####
	84229		#####	#####	#####
	84240		#####	#####	8/2/99 0:00
	84241		#####	#####	#####
	84283		#####	#####	8/2/99 0:00
	84290		8/3/99 0:00	#####	8/9/99 0:00
	84344		8/4/99 0:00	#####	#####
	84345		8/4/99 0:00	#####	#####

	84352		8/4/99 0:00	#####	#####
	84356		8/4/99 0:00	#####	#####
	84361		8/4/99 0:00	#####	#####
	84365		8/5/99 0:00	#####	#####
	84365		N/A	#####	#####
	84366		8/5/99 0:00	#####	#####
	84370		8/6/99 0:00	#####	#####
	84381		8/6/99 0:00	#####	#####
	84385		8/6/99 0:00	#####	#####
	84389		8/6/99 0:00	#####	#####
	84417		8/9/99 0:00	#####	#####
	84424		#####	#####	#####
	84435		#####	#####	#####
	84450		#####	#####	#####
	84457		#####	#####	#####
	84473		#####	#####	#####

	84487		#####	#####	#####
	84521		#####	#####	#####
	84522		#####	#####	#####
	84526		N/A	#####	#####
	84564		#####	#####	#####
	84579		#####	#####	#####
	84600		#####	#####	#####
	84636		#####	#####	#####
	84676		#####	#####	9/1/99 0:00
	84722		9/2/99 0:00	#####	#####
	84753		9/3/99 0:00	#####	#####
	84771		N/A	#####	9/9/99 0:00
	84774		9/3/99 0:00	#####	#####
	84841		N/A	#####	#####
	84876		N/A	#####	#####
	84945		#####	#####	#####
	85390		N/A	#####	#####
	85529		N/A	#####	#####
	86189		N/A	#####	1/8/00 0:00
	87027		N/A	#####	#####

	87049		N/A	#####
	87435		N/A	#####
	87634		N/A	#####
	87757		N/A	#####
	87762		N/A	#####
	93636		#####	#####
	93702		N/A	N/A
	93777		#####	#####
	94045		N/A	#####
	94232		5/7/01 0:00	#####
	94239		#####	#####
	94250		N/A	#####
	94255		#####	#####
	94310		#####	#####
	94313		#####	#####
	94375		#####	#####
	95431		#####	#####
	95960		#####	#####
	95961		#####	#####
	96461		N/A	#####
	96469		#####	#####

	96494		N/A	#####	#####
	97284		#####	#####	#####
	97516		N/A	#####	#####
	97708		#####	#####	#####
	97708		#####	#####	#####
	98108		N/A	#####	5/7/01 0:00
	98485		#####	#####	2/5/02 0:00
	98840		#####	#####	#####
	98948		3/1/02 0:00	#####	#####
	98949		3/1/02 0:00	#####	#####
	98950		N/A	#####	3/9/02 0:00
	99308		3/1/02 0:00	#####	#####
	99309		3/1/02 0:00	#####	#####
	99720		3/1/02 0:00	#####	#####
	99721		3/1/02 0:00	#####	#####
	100309			#####	6/6/02 0:00

	100312		#####	#####	N/A
	100534		6/8/02 0:00	#####	#####
	100563		#####	#####	#####
	100754		#####	#####	

THE CUSTOMER'S NAME AND PHONE NUMBER HAVE BEEN BLACKED OUT TO PR
THEIR PRIVACY AND CONFIDENTIALITY; HOWEVER, UPON REQUEST, THIS INFOR
WILL BE PROVIDED TO FCC STAFF FOR VERIFICATION PURPOSES.

Issue Summary

Order was clarified in error so many times that the customer never received her phone number before she passed away.

Tech was required, but not dispatched. Resulted in service being several days past due date.

Bell did not meet the commitment time. We had to issue multiple orders to get the directories sent to the customer.

Call Forwarding was not programmed correctly in the switch by Bell.

Bell disconnected service 07/19/99 before the desired date of 07/26/99. Customer was without phone service due to this error.

Bell's error caused a delay in service for our new customer.

Bell did not meet commitment time.

Bell did not complete the order correctly delaying our customer's service for 21 days.

Commitment time not met to install residential line.

Order never received an FOC. The order timed out because they clarified our cancellation request.

Order worked incorrectly by Bell.

Bell did not meet commitment time.

Clarified in error.

Bell worked a new install incorrectly, giving strangers access to our customer's phone line and long distance for six days.

Bell Technician broke customer's main line while installing an additional line.

Bell disconnected our customer.

Due date 6 days beyond order date.

Commitment time not met and due date was not acceptable. Customer was without service for 6 days.

Orders not received. Bell kept putting the order into clarification in error. The customer's service was delayed 9 days.

No response from Bell on the status of the orders. Also, when the Bell technician received the order to work, none of our remarks were on his ticket. We had to call in another ticket to have the line tagged on the d-marc delaying the customer's service
Commitment time was not met.
Order was completed incorrectly. We had to issue multiple repair tickets before the customer's service was properly fixed.
Bell rejected our order because the rep was looking at the wrong company code.
Call Forwarding was not programmed correctly in the switch by Bell. We had to issue two repair tickets in order to get the issue resolved for the customer.
Invalid clarifications delayed our customer's service for 8 days.
Bell did not complete the order correctly delaying our customer's service for 2 days.
Bell disconnected our customer's service in error causing our customer to be four days without dial tone.
Site visit required, but Bell did not dispatch technician. Customer's service did not get activated until 11 days after the commitment date.
Due date was not acceptable. 10 days past order date.
Bell worked the order incorrectly and would not return our calls as promised. Customer was without dial tone for 8 days.
Clarified invalid and the due date was not acceptable.
Bell did not meet the commitment time and caused our customer to lose money on advertising, which they held us responsible for. Our customer refused to pay for the service.
Due date was not acceptable. 5 days past order date.
Invalid clarification. Had to escalate the order to get the issue resolved.
Commitment time not fulfilled. Customer had to wait 3 days for the order.

Due date was not acceptable to simply delete call waiting.
Bell disconnected our customer's service in error causing our customer to be five days without dial tone.
Bell changed the customer's number without their permission and they also worked the order incorrectly which caused our customer to be without dial tone.
Clarified in error. This had to be manually handled in order to resolve.
Bell sent a technician out when it was not necessary. The order took too long to work and the order was issued incorrectly.
Commitment time was not met. Customer was 2 days without dial tone.
Bell clarified in error and the commitment time was not met.
Order was worked incorrectly. Customer went several hours without dial tone.
Record split caused the customer's service to go down. Service was not restored until 3p.m.
Order worked incorrectly by Bell.
Order was clarified incorrectly and LCSC rep was extremely rude.
Bell technician was sent out on a "Switch w/changes" order. No site visit was required.
Order was worked incorrectly. Customer went several hours without dial tone.
Technician required, but not dispatched.
Call Forward busy feature was not programmed correctly by Bell.
Call Forward busy feature was not programmed correctly by Bell.
Call Forward busy feature was not programmed correctly by Bell.
Call Forward busy feature was not programmed correctly by Bell.
Call Forward busy feature was not programmed correctly by Bell.

Ordered an additional line for customer. Line was installed and did not work. We requested a tech be dispatched, but Bell did not dispatch the tech. We had to issue an additional repair ticket to get a tech dispatched.
Call Forward busy feature was not programmed correctly by Bell.
Customer without dial tone. Bell did not dispatch technician as requested and thus delayed the repair.
Call Forward busy feature was not programmed correctly by Bell.
Call Forward busy feature was not programmed correctly by Bell. Had to issue two repair tickets to get this resolved.
Bell did not meet customer requested due date of 04/18/01.
Order was clarified in error so many times that the customer cancelled the order due to the delay.
Clarified in error. Took too long to get this issue resolved.
Bell issued order incorrectly causing customer to be w/out dialtone.
Bell slammed this customer's service.
Clarified in error. Had to escalate issue to get this resolved.
No tech was required. Bell dispatched anyway.
Technician required, but not dispatched. Bell technician also led our customer to believe that if they had been a Bell customer, the commitment time on the order would have been met.
Invalid Clarification. Had to escalate issue to get this resolved.
Clarified in error. Had to escalate issue to get this resolved.
Cancelled by Bell; Tech required, but not dispatched.
Bell issued order incorrectly causing customer to be w/out dialtone.
Tech was required, but not dispatched.
Tech was required, but not dispatched.
Bell did not meet commitment time.
Order cancelled in error by Bell.

This order was completed incorrectly causing the wrong number to be published in the phone directory.
Transfer order clarified in error several times. Tech required, but not dispatched. Customer was several days without dial tone.
Customer was slammed by Bell.
Record split caused the customer to be w/out dialtone for several days.
Record split caused the customer to be w/out dialtone for several days.
Clarified in error. Had to escalate issue to get this resolved.
Due date for a transfer of one business line was 7 days out.
Tech was required, but not dispatched.
Our team had to make multiple orders, go through multiple clarifications and rejections, and two months in order to get a working INP.
Our team had to make multiple orders, go through multiple clarifications and rejections, and two months in order to get a working INP.
Bell issued the assignments incorrectly causing the customer's service to be down all day.
Our team had to make multiple orders, go through multiple clarifications and rejections, and two months in order to get a working INP.
Our team had to make multiple orders, go through multiple clarifications and rejections, and two months in order to get a working INP.
Our team had to make multiple orders, go through multiple clarifications and rejections, and two months in order to get a working INP.
Our team had to make multiple orders, go through multiple clarifications and rejections, and two months in order to get a working INP.
The order was clarified stating that this was already a working number. This was a quick change number and the customer could have had service on the same day, however, Bell clarified the order. We had to send multiple revisions in until we finally orde

Customer ordered line after flooding in our area. This was an emergency for communication to help residents with aid for flooding. Bell did not meet the promised commitment time and we were unable to provide the service for FEMA.

Customer asked that all features be removed except call return. This order was clarified stating features were not on acct. to disconnect. LCSC verified that the order was clarified invalid and worked the order.

Customer asked that complete choice be removed from line. We issued the order and LENS showed order to be complete on 6/10/02, however, CSR did not update. LCSC worked the order and gave the due date of 6/21/02.

We issued an order for an additional line. The order was clarified stating the ACT was incorrect. LCSC worked the order and gave a due date of 6/24/02. We were on with LCSC for 40 minutes due to an invalid clarification.

OTECT
RMATION